

REVIEW OF OPENING HOURS

1. Introduction

- 1.1 Libraries NI has, ever since it came into being, recognised the need to review opening hours in order to harmonise the opening hours inherited from the five Education and Library Boards into one consistent approach that best meets the needs of customers and communities.
- 1.2 The initial thinking was that the opening hours generally would be increased or maintained in order to improve access and increase participation, in line with the Corporate and Business Plans and with the Libraries NI overall approach of directing as much resource as possible to frontline services.
- 1.3 However the Budget 2010 process and the significant reduction in the Libraries NI budget over the coming years has transformed the opening hours review into a process designed to create substantial savings by reducing opening hours, whilst ensuring a consistency of approach.
- 1.4 A reduction in opening hours is one of the four Savings Delivery Plans submitted to DCAL against which Libraries NI is required to report progress on a regular basis. These Plans have been considered by the Board on a number of occasions and will continue to evolve as budget information and spend in this and further years becomes clearer. The Board has supported the thinking that a reduction in opening hours would protect the network of sustainable libraries for the future, although it is a significant reduction in service now.

2. Guiding principles

- 2.1 In developing proposals for the revised opening hours the following principles were applied:
 - The proposals must deliver the required levels of savings;
 - Consistency of approach;
 - The available hours should be used in the way that best meets customer need;
 - Opening hours should relate to the historic level of use in a library; and
 - The opening hours should be sustainable i.e. ad hoc closures due to staffing shortages should be avoided other than in the most exceptional circumstances.

3. Proposals

- 3.1 The detail of the proposed opening hours appears in Appendix One.
- 3.2 It is proposed that there should be four bands of libraries for the purpose of opening hours:

- Band 1 - 57 hours per week
- Band 2 - 40 hours per week
- Band 3 - 30 hours per week
- Band 4 - 18 hours per week

3.3 Within all of these bands it is possible to provide a mixture of morning, afternoon, evening and weekend hours.

3.4 There should be a limited number of exceptions to these categories. These relate to libraries that have recently undergone/will undergo significant changes that mean that historic levels of use are not a reliable indicator. These libraries fall into three categories:

- New libraries or libraries that have undergone a major refurbishment. It is proposed that libraries which were refurbished or new in 2010/11 or 2011/12 should generally remain at their current opening hours for a two year period from the date of opening/reopening or January 2013 whichever is the sooner;
- Libraries that have been affected significantly by the Stage One Strategic Review, because they are close to libraries that have closed; in these cases it is proposed that the opening hours should be reviewed again in September 2012 to ensure that they remain appropriate; and
- Libraries where the opening hours were revised as part of the outworking of the Strategic Review Stage 1 i.e. Tullycarnet and Woodstock. In the case of these libraries the Board agreed that the future of the libraries would be reviewed at the end of 2 years (i.e. September 2012).

3.5 Appendix Two gives more details about the exceptions referred to in paragraph 3.4.

3.6 Centre for Migration Studies and Irish and Local Studies.
The measures that can be used to assess the level of use of these specialist heritage libraries are more limited than for mainstream branch libraries. It is proposed that the current level of opening hours (32.5 hours and 38.5 hours respectively) should form the basis for public consultation. In the case of CMS detailed discussions with the partner organisations will be required.

4. Process

- 4.1 The following process is recommended for the review:
- Information collection and analysis;
 - Provision of an initial discussion paper to the Board;
 - Public consultation on the principles and proposals; this would also address equality and rural proofing;
 - Draft of final proposals and recommendations to the Board;
 - Consultation with customers at an individual library level to establish the actual pattern of opening hours; and
 - Implementation

- Alongside this process there will need to be an ongoing process of communication with staff and discussion with the Trades Unions.

5. Recommendation

- 5.1 It is recommended that the proposals and principles set out in this report be adopted and taken forward as the basis for public consultation.
- 5.2 It is recommended that the process for the review of opening hours set out in this report be approved.

Opening Hours - Proposed Changes

Library	Total Hours Open	Proposed Hours	Note
Band 1			
Ballymena Central	57	57	
Bangor Carnegie	65	57	
Belfast Central	60	57	
Carrickfergus	57	57	1
Derry Central	63.75	57	
Dungannon	51.5	57	
Enniskillen	59	57	
Lisburn City	60	57	
Newry City	55	57	1
Omagh	57	57	

Opening Hours - Proposed Changes

Library	Total Hours Open	Proposed Hours	Note
Band 2			
Antrim	49.5	49.5	1
Ardoyne	37	37	2
Armagh	52.5	40	
Ballyclare	44	40	
Ballyhackamore	40.5	40	
Ballymoney	57	40	
Ballynahinch	40	40	1
Banbridge	52.5	40	
Chichester	40.5	40	
Coleraine	61	40	
Colin Glen	53.5	40	
Comber	40	40	1
Cookstown	53.5	40	
Downpatrick	53.5	40	
Dundonald	40	40	
Falls Road	40.5	40.5	1
Finaghy	40.5	40	
Glengormley	57	40	
Grove	40.5	40	
Holywood	53.5	40	4
Holywood Arches	40.5	40	
Irish & Local Studies Armagh	38.5	40	
Larne	57	40	
Limavady	56.5	40	
Lisburn Road	40.5	40	
Lurgan	53.5	40	
Magherafelt	57	40	
Newcastle	40	40	
Newtownards	52	40	
Newtownbreda	40	40	
Ormeau	40.5	40	
Portadown	52.5	40	
Shankill	40.5	40.5	1
Shantallow	38.75	40	
Strabane	52	40	
Suffolk	40.5	40.5	2
Warrenpoint	47	40	
Waterside	56.5	40	
Whiterock	37	37	1

Opening Hours - Proposed Changes

Library	Total Hours Open	Proposed Hours	Note
Band 3			
Ballycastle	44	30	
Brownlow	49.5	30	
Coalisland	41	30	
Centre for Migration Studies	32.5	30	
Cregagh	40	30	
Donaghadee	40	30	
Dungiven	25.5	25.5	1
Greystone	44	30	
Keady	33	33	1
Kilkeel	46	30	
Maghera	44	30	
Portrush	44	30	
Portstewart	44	30	
Rathcoole	44	30	
Tullycarnet	30	30	3
Woodstock	30	30	3

Opening Hours - Proposed Changes

Library	Total Hours Open	Proposed Hours	Note
Band 4			
Bessbrook	24.5	18	
Broughshane	18	18	
Carnlough	18	18	
Carryduff	21	18	
Castleberg	29.5	18	
Castlewellan	21	18	
Cloughfern	18	18	
Creggan	30.5	18	
Crossmaglen	27.5	18	
Crumlin	21.5	18	
Cushendall	18	18	
Draperstown	18	18	
Dromore	25	25	1
Fintona	23	18	
Fivemiletown	30	18	
Garvagh	18	18	
Gilford	25.5	18	
Greenisland	31.5	18	
Irvinestown	30	18	
Kells & Connor	18	18	
Killyleagh	21	18	
Kilrea	18	18	
Lisnaskea	30	18	
Moira	21	18	
Moneymore	22	18	
Moy	22	18	
Newtownstewart	23	18	
Portaferry	21	18	
Portglenone	18	18	
Randalstown	34.5	18	
Rathfriland	27	18	
Richhill	28.5	18	
Saintfield	21	18	
Strathfoyle	26.25	18	
Tandragee	27	18	
Whitehead	34.5	18	

Opening Hours - Proposed Changes

Notes

A limited number of libraries have recently undergone or will undergo significant changes which means that the standard approach of using historic levels of use as a means of assigning libraries to a particular Band is not a reliable indicator. These libraries fall into 4 categories:

1 It is proposed that libraries which were refurbished or new in 2010/11 or 2011/12 should generally remain at their current opening hours for a two year period from the date of opening / reopening or January 2013, whichever is the sooner. Opening hours will be reassessed at that stage to ensure they remain appropriate.

2 Libraries that have been affected significantly by the Stage 1 strategic review of provision, because they are close to libraries that have been closed. In such cases it is proposed that the opening hours should be reviewed again in September 2012 to ensure they remain appropriate.

3 Libraries where the opening hours were revised as part of the outworkings of the Stage 1 strategic review of provision, where the Board agreed that the future of the libraries would be reviewed at the end of 2 years (i.e. September 2012).

4 Hollywood Library was a former Group Library under the South Eastern Education and Library Board and accordingly had longer opening hours. This category of library no longer exists.

Opening Hours Review

Appendix One

Library Opening Hours - Overview										
Library	Business Area	Total Hours Open	Proposed Hours	Hours Variance	Annual Visits 2010/11	Annual Issues 2010/11	Annual PAT Use (Sessions) 2010/11	Active Members	Total Activity	Comments
Band 1										
Ballymena Central	A	57	57	0	160,737	112,345	48,474	7,070	328,626	
Bangor Carnegie	C	65	57	-8	163,300	205,326	58,301	9,924	436,851	
Belfast Central	B	60	57	-3	731,600	58,579	138,587	9,098	937,864	Issues are central lending only. Visits reflect whole library i.e. all counter gates.
Carrickfergus	A	57	57	0	57,450	70,941	30,882	6,766	166,039	Refurbishment - reopened March 2011
Derry Central	A	63.75	57	-6.75	354,224	96,004	93,739	10,589	554,556	
Dungannon	D	51.5	57	5.5	196,600	68,842	56,438	11,824	333,704	
Enniskillen	D	59	57	-2	165,150	71,959	44,522	4,681	286,312	
Lisburn City	C	60	57	-3	243,850	154,107	74,754	10,981	483,692	
Newry City	C	55	57	2	169,600	75,322	37,277	5,714	287,913	
Omagh	D	57	57	0	172,100	128,170	62,099	9,801	372,170	

Opening Hours Review

Appendix One

Library	Business Area	Total Hours Open	Proposed Hours	Hours Variance	Annual Visits 2010/11	Annual Issues 2010/11	Annual PAT Use (Sessions) 2010/11	Active Members	Total Activity	Comments
Band 2										
Antrim	B	49.5	49.5	0	111,978	72,829	35,797	4,098	224,702	New build - opened February 2010
Ardoyne	B	37	37	0	31,600	17,437	11,626	1,628	62,291	Mitigation for Ligoniel closure in Strategic Review Stage 1
Armagh	D	52.5	40	-12.5	98,200	63,055	34,418	4,882	200,555	
Ballyclare	B	44	40	-4	61,166	46,129	8,750	2,759	118,804	
Ballyhackamore	B	40.5	40	-0.5	89,150	59,813	8,794	3,178	160,935	
Ballymoney	A	57	40	-17	60,811	57,103	16,304	3,312	137,530	
Ballynahinch	C	40	40	0	37,750	24,589	5,597	1,733	69,669	Refurbishment - reopened March 2011
Banbridge	D	52.5	40	-12.5	85,250	72,145	27,861	4,309	189,565	
Chichester	B	40.5	40	-0.5	67,900	37,372	9,747	2,082	117,101	
Coleraine	A	61	40	-21	145,978	71,089	40,372	5,209	262,648	
Collin Glen	C	53.5	40	-13.5	54,100	33,608	20,883	3,247	111,838	
Comber	C	40	40	0	26,950	34,033	5,488	2,292	68,763	Refurbishment - reopened March 2011
Cookstown	D	53.5	40	-13.5	118,400	69,133	36,046	6,885	230,464	
Downpatrick	C	53.5	40	-13.5	120,900	60,667	37,626	5,008	224,201	
Dundonald	C	40	40	0	57,700	31,923	8,936	2,047	100,606	
Falls Road	B	40.5	40.5	0	59,106	20,151	11,282	3,072	93,611	Refurbishment - due to reopen May/June 2011
Finaghty	B	40.5	40	-0.5	124,700	53,097	13,283	2,614	193,694	
Glengormley	B	57	40	-17	104,805	102,399	26,776	5,714	239,694	
Grove	B	40.5	40	-0.5	74,800	33,149	10,556	2,360	120,865	
Holywood	C	53.5	40	-13.5	78,200	41,939	14,860	2,606	137,405	Refurbishment - reopened March 2011. See Appendix Two.
Holywood Arches	B	40.5	40	-0.5	76,200	44,644	18,658	2,942	142,444	
Larne	A	57	40	-17	112,227	66,749	23,863	4,058	206,897	
Limavady	A	56.5	40	-16.5	99,160	63,486	26,950	5,563	195,159	
Lisburn Road	B	40.5	40	-0.5	57,500	48,722	5,612	2,803	114,637	
Lurgan	D	53.5	40	-13.5	135,900	86,256	40,674	6,219	269,049	
Magherafelt	D	57	40	-17	93,150	56,314	34,710	5,177	189,351	
Newcastle	C	40	40	0	62,600	51,394	19,022	3,187	136,203	
Newtownards	C	52	40	-12	69,900	60,563	14,178	3,452	148,093	
Newtownbreda	C	40	40	0	37,950	54,477	7,949	3,327	103,703	
Ormeau	B	40.5	40	-0.5	91,900	51,719	31,055	3,451	178,125	
Portadown	D	52.5	40	-12.5	104,600	69,047	37,212	6,624	217,483	
Shankill	B	40.5	40.5	0	31,600	22,723	15,704	1,715	71,742	Refurbishment - May 2011
Shantallow	A	38.75	40	1.25	61,977	39,150	13,775	2,835	117,737	
Strabane	A	52	40	-12	100,622	51,793	29,082	4,756	186,223	
Suffolk	B	40.5	40.5	0	52,200	27,681	10,423	2,405	92,709	Mitigation for Andersonstown closure in Strategic Review 1
Warrenpoint	C	47	40	-7	44,100	49,879	14,726	2,790	111,495	
Waterside	A	56.5	40	-16.5	73,850	78,425	19,515	3,917	175,707	
Whiterock	B	37	37	0	61,850	9,398	5,717	882	77,847	Refurbishment - reopened March 2011

Opening Hours Review

Appendix One

Library	Business Area	Total Hours Open	Proposed Hours	Hours Variance	Annual Visits 2010/11	Annual Issues 2010/11	Annual PAT Use (Sessions) 2010/11	Active Members	Total Activity	Comments
Band 3										
Ballycastle	A	44	30	-14	51,730	31,629	8,255	1,748	93,362	
Brownlow	D	49.5	30	-19.5	42,150	38,908	13,258	2,088	96,404	
Coatlisland	D	41	30	-11	35,300	34,242	8,936	2,140	80,618	
Cregagh	C	40	30	-10	45,150	40,421	9,263	2,343	97,177	
Donaghadee	C	40	30	-10	40,450	41,844	8,673	2,227	93,194	
Dungiven	A	25.5	25.5	0	20,329	24,538	4,220	1,453	50,540	Refurbishment - reopened October 2010
Greystone	B	44	30	-14	52,606	20,923	7,722	1,955	83,206	
Keady	D	33	33	0	23,100	21,188	6,673	1,424	52,385	Refurbishment - reopened May 2010
Kilkeel	C	46	30	-16	31,800	42,854	7,358	2,121	84,133	
Maghera	D	44	30	-14	48,100	34,796	10,054	1,994	94,944	
Portrush	A	44	30	-14	48,224	25,086	15,164	1,421	89,895	
Portstewart	A	44	30	-14	51,678	28,218	10,480	1,614	91,990	
Rathcoole	B	44	30	-14	54,273	26,354	12,972	1,828	95,427	
Tullycarnet	C	30	30	0	32,850	22,560	7,294	918	63,622	Remains as per agreement after Strategic Review Stage 1
Woodstock	B	30	30	0	54,700	34,971	10,052	1,860	101,583	Remains as per agreement after Strategic Review Stage 1

Opening Hours Review

Appendix One

Library	Business Area	Total Hours Open	Proposed Hours	Hours Variance	Annual Visits 2010/11	Annual Issues 2010/11	Annual PAT Use (Sessions) 2010/11	Active Members	Total Activity	Comments
Band 4										
Bessbrook	C	24.5	18	-6.5	22,200	29,103	4,646	1,582	57,531	
Broughshane	A	18	18	0	15,869	18,018	1,509	786	36,182	
Carrlough	A	18	18	0	16,534	10,248	1,961	662	29,405	
Carryduff	C	21	18	-3	16,450	18,588	2,656	1,225	38,919	
Castlederg	A	29.5	18	-11.5	18,254	21,900	8,384	1,410	49,948	
Castlewellsan	C	21	18	-3	23,750	21,875	4,304	1,297	51,226	
Cloughfern	B	18	18	0	35,048	14,147	2,154	911	52,260	
Creggan	A	30.5	18	-12.5	40,051	18,402	6,969	1,391	66,813	
Crossmaglen	C	27.5	18	-9.5	18,000	16,743	4,161	1,112	39,850	
Crumlin	B	21.5	18	-3.5	26,238	15,866	2,935	1,207	46,246	
Cushendall	A	18	18	0	17,718	16,160	2,238	826	36,942	
Draperstown	D	18	18	0	18,700	12,653	2,270	798	34,421	
Dromore	D	25	25	0	17,350	18,648	3,889	933	40,820	Refurbishment
Fintona	D	23	18	-5	9,750	9,609	3,693	783	23,835	
Fivemiletown	D	30	18	-12	10,000	19,102	6,822	891	36,815	
Garvagh	A	18	18	0	18,103	10,986	904	703	30,696	
Gilford	D	25.5	18	-7.5	10,192	7,050	1,362	582	19,186	
Greenisland	A	31.5	18	-13.5	40,095	23,239	7,252	1,293	71,939	
Irvinestown	D	30	18	-12	34,900	24,414	4,338	1,158	64,810	
Kells & Connor	A	18	18	0	17,118	9,220	2,258	582	29,178	
Killyleagh	C	21	18	-3	18,750	14,268	3,043	969	37,030	
Kilrea	A	18	18	0	14,866	13,402	1,953	697	30,918	
Lisnaskea	D	30	18	-12	38,250	23,270	6,332	1,543	69,395	
Moir	C	21	18	-3	19,100	23,107	1,412	1,298	44,917	
Moneymore	D	22	18	-4	9,300	9,627	1,802	642	21,371	
Moy	D	22	18	-4	6,250	12,705	1,209	573	20,737	
Newtownstewart	A	23	18	-5	8,116	10,203	3,132	559	22,010	
Portaferry	C	21	18	-3	17,800	20,703	5,830	1,428	45,761	
Portlennone	A	18	18	0	13,247	14,417	1,314	730	29,708	
Randalstown	B	34.5	18	-16.5	35,638	23,081	5,677	1,308	65,704	
Rathfriland	D	27	18	-9	23,350	23,594	2,915	1,619	51,478	
Richhill	D	28.5	18	-10.5	10,350	16,508	4,310	917	32,085	
Saintfield	C	21	18	-3	24,950	24,566	3,607	1,422	54,545	
Strathfoyle	A	26.25	18	-8.25	40,192	16,449	8,409	722	65,772	
Tandragee	D	27	18	-9	22,900	26,643	4,565	1,475	55,583	
Whitehead	A	34.5	18	-16.5	18,850	29,049	5,936	1,531	55,366	
Totals		3634.75	3198.5	-636.25					12,815,154	

APPENDIX TWO

Exceptions to the Banding Process

It is proposed that the exceptions be made to the main categories for recently refurbished libraries or new builds and those affected significantly by the Stage One Strategic Review.

The table below sets out the libraries which have been refurbished since April 2010 and new builds since April 2009 with the proposal that they remain at their current hours and a review date. The one exception to this is Hollywood which had the status of a 'group library' in SEELB and thus had longer opening hours than the levels of use or size of catchment area would warrant. It is therefore proposed that Hollywood should be open for 40 hours.

Library	Current Hours	Proposed Hours	Review date
Antrim	49.5	49.5	January 2013
Ballynahinch	40	40	January 2013
Carrickfergus	57	57	January 2013
Comber	40	40	January 2013
Dromore	25	25	January 2014
Dungiven	28.5	28.5	September 2012
Falls Road	40.5	40.5	January 2013
Hollywood	53.4	40	
Keady	33	33	May 2012
Newry City	55	57	January 2013
Shankill	40.5	40.5	January 2013
Whiterock	37	37	January 2013

The libraries affected significantly by the Strategic Review Stage One are Ardoyne (mitigation for the closure of Ligoniel Library) and Suffolk (the closest library to Andersonstown). It is proposed that these remain at 37 and 40.5 hours respectively.

